

Health Liaison Team

Supporting adults with a learning disability to access mainstream health services

Information for health and social care professionals

The Health Liaison Team, based with Hertfordshire County Council's Health and Community Services, is a specialist nurse led team who provide expert support and advice to enable adults with a learning disability to access mainstream health services.

The team is based within Health and Community Services' Community Learning Disability service and covers all NHS and social care providers across Hertfordshire.

The team aims to ensure that adults with learning disabilities receive the health care they need to live healthy lives and are treated as equal citizens within our society. They do this working within the principles and guidelines of the Department of Health's 2001 Valuing People.

Why people with learning disabilities need additional support

Research shows that people with learning disabilities have higher levels of ill-health and much higher rates of premature death than the population as whole. In 2009 World Class Commissioning found they are 58 times more likely to die prematurely than the rest of the population.

The reasons for this are complex, but can include the following:-

- Communication difficulties.
- Challenging behaviours.
- Issues affecting capacity to consent.
- The need for specialist education of health care professionals.

How the Health Liaison Team can help health and social care professionals

Under the Disability Discrimination Act 1995 all health and social care organisations are obliged to make "reasonable adjustments" to ensure fair and equal access that reflect the needs of disabled people.

**Hertfordshire County Council
Health and Community Services**

www.hertsdirect.org/hcs
Telephone: 0300 123 4042



We can help by:

- Advising on organisational and individual “reasonable adjustments”;
- Providing education and training;
- Supporting individuals with intervention and treatment;
- Developing information that is clear and easy to understand;
- Planning and developing health promotion initiatives;
- Assisting with the coordination of care delivery;
- Providing advice with the implementation of the document called “My Purple Folder” (Health Action Plans)

Contacting us for expert advice and support

We provide a service during normal office hours, Monday – Friday from 9am until 5pm.

Health and social care professionals can contact us directly using the following numbers:

Office number		01438 845372
Alison Fitzgerald	Strategic Lead Nurse	07770 701545
Frank Garvey	Strategic Liaison Nurse – Health Liaison Team	07899 971241
Louise Jenkins	Clinical Nurse Supervisor/Health Facilitation Nurse	07876 745641
Shirley Dayton	Clinical Nurse Supervisor/Health Facilitation Nurse	07788 648745

For general information, advice or support, members of the public can contact our customer service centre on:

0300 123 4042 Calls to 0300 numbers cost no more than calls to numbers starting with 01 or 02 and they will count towards any inclusive minutes in a phone contract in the same way

0300 123 4041 Textphone (for deaf and hard of hearing people only)

The lines are open from 8am to 8pm Monday to Friday and 9am to 4pm on Saturdays. Our team of advisers is able to answer most enquiries. If not, you will be put in contact with staff in your local office.

You will also find lots of useful information about care services on our website at www.hertsdirect.org/hcs

Abuse Hurts: If you are worried that someone you know is at risk of harm, neglect or mistreatment please call us in confidence to report your concerns on 0300 123 4042

This information can be made available on request in other formats, including large print, Braille, audio and other languages.